gloStream
Application Service Provider Privacy & Security Policies

Access	gloEMR institutes both role-based and user-based access. The gloAdmin utility allows the administrator to assign access rights based on user groups ie. providers, medical assistants, front office staff. The rights permit or block access to any part of the system and any records or data stored in the system. Access rights can also be customized per user. An automatic log off feature is in place to prevent unauthorized access to information when the original user leaves the workstation without logging off.
Authorization	An authorized practice administrator manages user accounts, logins, passwords, and access rights through a windows based utility.
Authentication	Users on the office network are authenticated through a two-step process. First, users supply a username and password to authenticate to the network. Then, users supply a user name and password to access the gloEMR application. Physicians logging in remotely over the web authenticate with a username and password to initiate an encrypted session.
Audit	Audit trails recorded in the system identify every action done by every user. Every click is recorded. Audit trails of every user and every action and can generate report including time, user, module, function, machine, IP address, and location.
Secondary Uses of Data	gloStream does not sell or provide data to any third party. Secondary PHI access is restricted to employees or certified partners who need to perform support or maintenance duties for gloStream.
Data Ownership	gloStream believes strongly in the sanctity and privacy of the doctor-patient relationship and protection of data that results from patient-doctor interactions. In every single case, the practices that we serve own their data and databases entirely. gloStream has absolutely no ownership interest in the data that its doctor clients collect, manage and transmit. All data that gloStream doctors collect, manage or transmit is stored in a Microsoft SQL server database. The data can be easily extracted and exported into a variety of different formats.